

Mohit Singh Raghav

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❖ PROFESSIONAL SUMMARY:-

- Communications and relationship management professional with strong background enhancing cross-functional collaboration.
- Skilled in establishing strong channels of communication between departments.
- Offers thoughtful, comprehensive and constructive feedback to staff members to promote productivity and company loyalty.
- Dedicated in operations and Admin and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity.
- Customer service & sales Professional Enthusiastic sales leader with proven interpersonal communication skills and solid history of success with customers.
- Boosts sales and generates new revenue streams with prospecting and negotiation skills Successful background consistently surpassing targets meet with the client's demand and needs and fulfill the same by providing the expected and trained manpower.
- Elevated clients satisfaction by providing speedy resolution.
- Monitoring the billing and collection are done by the operation team on time.
- New site survey and risk assessment monitoring.
- Ensure the HSE (Health Safety & Environment) related training and awareness is supposed to be given to each team member.
- Overall team development.

EXPERIENCES:-

DESIGNATION:- SENIOR MANAGER OPERATION & ADMIN

DURATION:- JANURY2025 - TILL DATE

COMPANY:- goSTOPS HOSPITALITY PVT. LTD.

📍 **NEW DELHI.**

WORK PROFILE:-

- ★ Working as the Centralized operation Manager to visit the sites and do operation audits.
- ★ Working closely with the Founder to coordinate with the excellence department.

DESIGNATION:- OPERATION MANAGER / (ACTING)ASST. BRANCH MANAGER-

DURATION:- MARCH 2023 - JANUARY 2025

COMPANY:- G4S SECURE SOLUTIONS INDIA PVT. LTD.

 **MEERUT**

WORK PROFILE:-

- ★ Handling **550+ security and facility team members** and **102 clients in Western UP**
- ★ **Training & development** conduct according to the clients' need and scheduled as per the monthly training schedule.
- ★ Working on their **leaves and roster on a weekly basis** with the coordination of Operation Team.
- ★ Making daily performance reports of critical sites.
- ★ Coordinate with the HR and my Operation Team for the hiring of new guards and facility members.
- ★ **Reporting** to the VP Operations.
- ★ Increase sales and visit new sales leads given by the sales team.
- ★ **Developed and shared best practices.**
- ★ Elevated clients satisfaction by providing **speedy** resolution.
- ★ Monitoring the billing and collection are done by the operation team on time.
- ★ New site survey and risk assessment monitoring.
- ★ Ensure the HSE(Health Safety & Environment) related training and awareness is supposed to be given to each team member.
- ★ Overall team development.
- ★ Budgeting and PnL for the branch.
- ★ Organize Events and Support maintenance team to rectify the deviation.
- ★ Providing administration support to Sales Reps, Property Managers and Senior Management.

DESIGNATION:- DUTY MANAGER (OPERATIONS)

DURATION:- SEPT 2018- MARCH 2023

COMPANY:- PVR INOX LTD.(formerly INOX LEISURE LIMITED).

 **MEERUT**

WORK PROFILE:-

- ★ Operations/sales and customer services, Tasks Responsible for handling customer issues, sales,cash management, movie scheduling, daily sales reports, daily inventory, ticket reconciliation, operations audits, safety and security, New product
- ★ Launched, staff training, Housekeeping management,housekeeping and engineering team for smooth operation etc
- ★ Responsible for giving suggestive pricing to the cinema manager and Giving reports to cinema/unit manager
- ★ Handling The online complaint through a third party platform which is called LITMUS
- ★ Working on software called SAP for store operations and inventory.

DESIGNATION:- SHIFT MANAGER / STORE MANAGER

DURATION:- JUNE 2012 - AUGUST 2018,

COMPANY:- KFC (Devyani International),

 **NEW DELHI**

WORK PROFILE:-

- ★ -Handling overall store operation during the shift.
- ★ -Follow the company's SOP and share daily reports to the Store manager.
- ★ -Daily forecasting to maintain and keep the stock ready for sale.
- ★ -Team handling and making their roster and ensuring to follow.
- ★ -Training and development for the team.

DESIGNATION:- FOOD AND BEVERAGE ASSISTANT

DURATION:- AUG2010 - MAY 2012

COMPANY:- HOTEL OBEROI UDAIVILAS,

 **UDAIPUR.**

SKILLS:-

- ★ Multiple- Unit operations
- ★ Staff retention.
- ★ Incident Log Mgmt.
- ★ Sales and meet targets.
- ★ Client relationship mgmt.
- ★ Client retention.
- ★ Operations; troubleshooting.
- ★ Hiring.
- ★ Inventory.
- ★ Project management.
- ★ General management.
- ★ Auditing
- ★ Facility Staff Hiring

PROFESSIONAL QUALIFICATIONS / COURSES:-

- ★ MANAGEMENT-1certificate(Operation) from IIM Bangalore through EdX in Operational management.
- ★ Diploma in Tourism and Hotel Mgt. from Bradford-Rex Singapore.
- ★ Q-Basic on Computer from NIIT.
- ★ CCC computer course through NIELIT(National Institute of Electronics & Information Technology), formerly known as the DOEACC.
- ★ Software training Fidelio, SAP, VISTA and Showbiz.

ACADEMIC QUALIFICATION:-

- ★ Post Graduation: Sociology- CCS University Meerut, 2015.
- ★ Graduation: Hindi, History- CCS University Meerut, 2013.
- ★ Schooling: Uttar Pradesh Board, Allahabad.

ACHIEVEMENTS:-

- ★ Awarded for punctuality while working with the last employer in Inox Leisure Limited.
- ★ Best trainee certificate during my training period from Hotel Agra Ashoka, Agra.
- ★ Awarded for best essay writing by Honorable Vice President (Mr. Bhairo Singh Shekhawat) in my academic year 2005.
- ★ Fire and Safety certification from UP govt. Fire department.

Personal Information:-

Date of Birth:-	04 Dec 1991
Marital Status:-	Married
Gender:-	Male
Notice Period:-	1 Month.

